THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MALLIKARJUN): (a) 30.9.92.

(b) and (c). Length of platform No. 1 is being increased by 72.6 metres. However, no new platform is being constructed.

Security fund for Madhya Pradesh

2970. SHRIMATI SUMITRA MAHAJAN: Will the Minister of RAILWAYS be pleased to state:

(a) whether any amount is kept in the name of security fund by the Railways;

(b) if so, the whether any amount is given to the State Governments from this fund; and

(c) if so, the amount provided out of that fund to the Madhya Pradesh Government during the last three years, year-wise?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MALLIKARJUN): (a) No, Sir. The Railways do not have any fund in the name of "Security Fund".

(b) and (c). Do not arise.

[*English*]

Improvement in Passenger Service of Air India/Indian Airlines

2971. SHRIMATI SUMITRA MAHAJAN:
SHRI BALRAJ PASSI:
SHRI BHAGWAN SHANKAR RAWAT:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) the steps taken or proposed to be taken to improve passenger service of the Air India and the Indian Airlines both on ground and in the air;

(b) whether the Government have received any complaint about the casual treatment of ground staff to passengers of the Air India and the Indian Airlines;

(c) if so, the details of such cases from 1990 to July, 1991; and

(d) the steps taken in this regard?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) to (d). Government have instructed both Indian Airlines and Air India to review the entire gamut of the relationship with the passengers from the time a passenger proposes to buy an air ticket till the completes his journey in order to remove the difficulties and irritants faced by him. Government have also instructed them to pay foremost attention to customer satisfaction, on-time performance and better utilisation of the fleet. The need for bringing about a major attitudinal change in the employees—that the customer is always right—has also been emphasised.

2. The on-time performance the fleet utilisation of the airlines are being closely monitored. Steps have also been taken to improve the quality and variety of food served on flights. The Airport Authorities have also been instructed to improve and enhance the various facilities provided to passengers at the airports.